

# KNOW YOUR rights



## As a Medicaid managed care member, you have the right to:

- Be treated with respect and dignity and expect privacy and confidentiality
- Express concerns without fear of reprisal
- Participate in your care planning process and make decisions about treatment
- Make personal choices
- Be fully informed about services and costs
- Receive timely, appropriate and accessible medical care
- Access emergency care services if your health is in danger without prior approval from your health care plan
- Choose the provider of your choice from the providers available with your Managed Care Organization (MCO)
- Change your MCO, as allowed by program policy
- Receive interpretive services
- Appeal a decision made by your health care plan



Managed Care

**OMBUDSMAN PROGRAM**

*A Division of the Office of the State Long-Term Care Ombudsman*



WE'RE HERE TO  
**help**

## Iowa's Managed Care Ombudsman Program is your partner in education and advocacy.

In Iowa, the Managed Care Ombudsman Program was established to advocate for the rights and wishes of Medicaid managed care members who receive care in a health care facility, assisted living program or elder group home, as well as members enrolled in one of the following seven home and community-based services (HCBS) waiver programs:

- AIDS/HIV
- Brain Injury
- Children's Mental Health
- Elderly
- Health and Disability
- Intellectual Disability
- Physical Disability

Our goal is to provide information about Medicaid managed care options and members' rights, serve as a resource for answers regarding managed care rules and investigate complaints made by, or on behalf of, members.

If you have a question, concern or complaint about the Medicaid services you receive, please contact the Managed Care Ombudsman Program. All services provided are confidential and free of charge.

